

Fig. 1

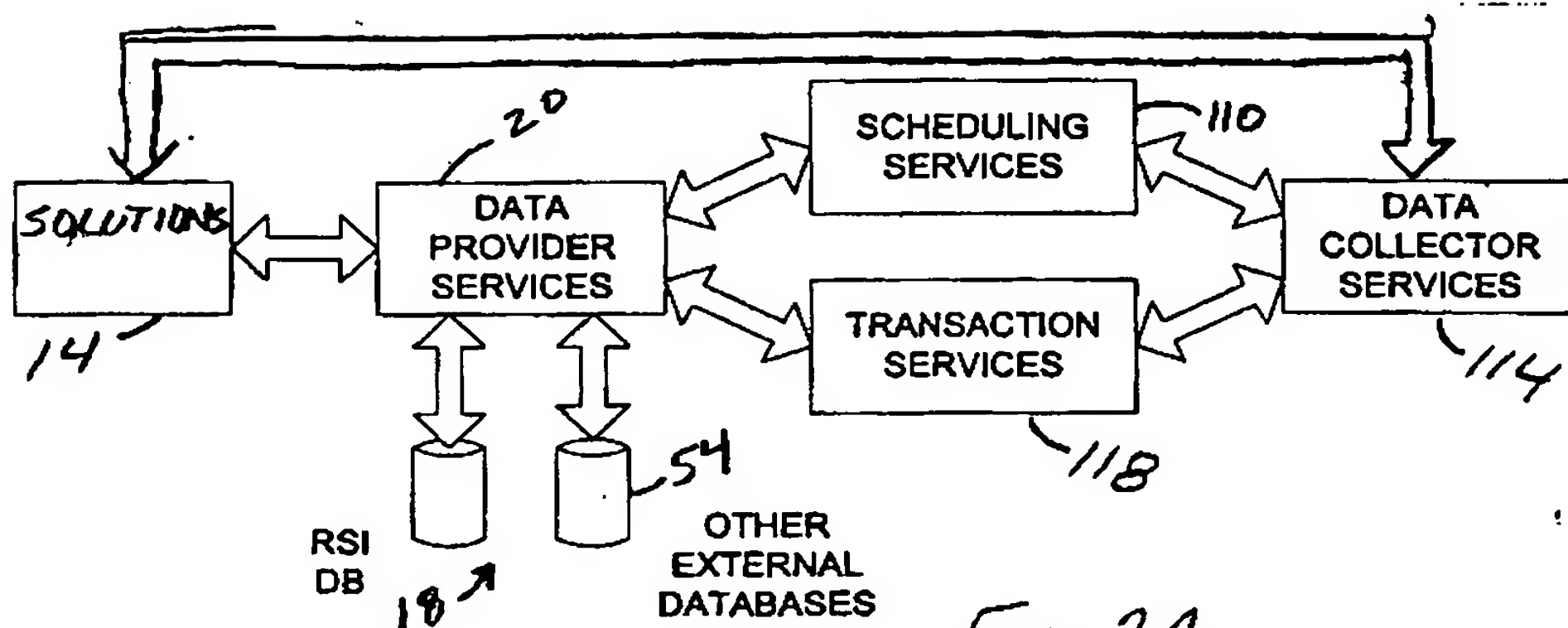


Fig. 2A

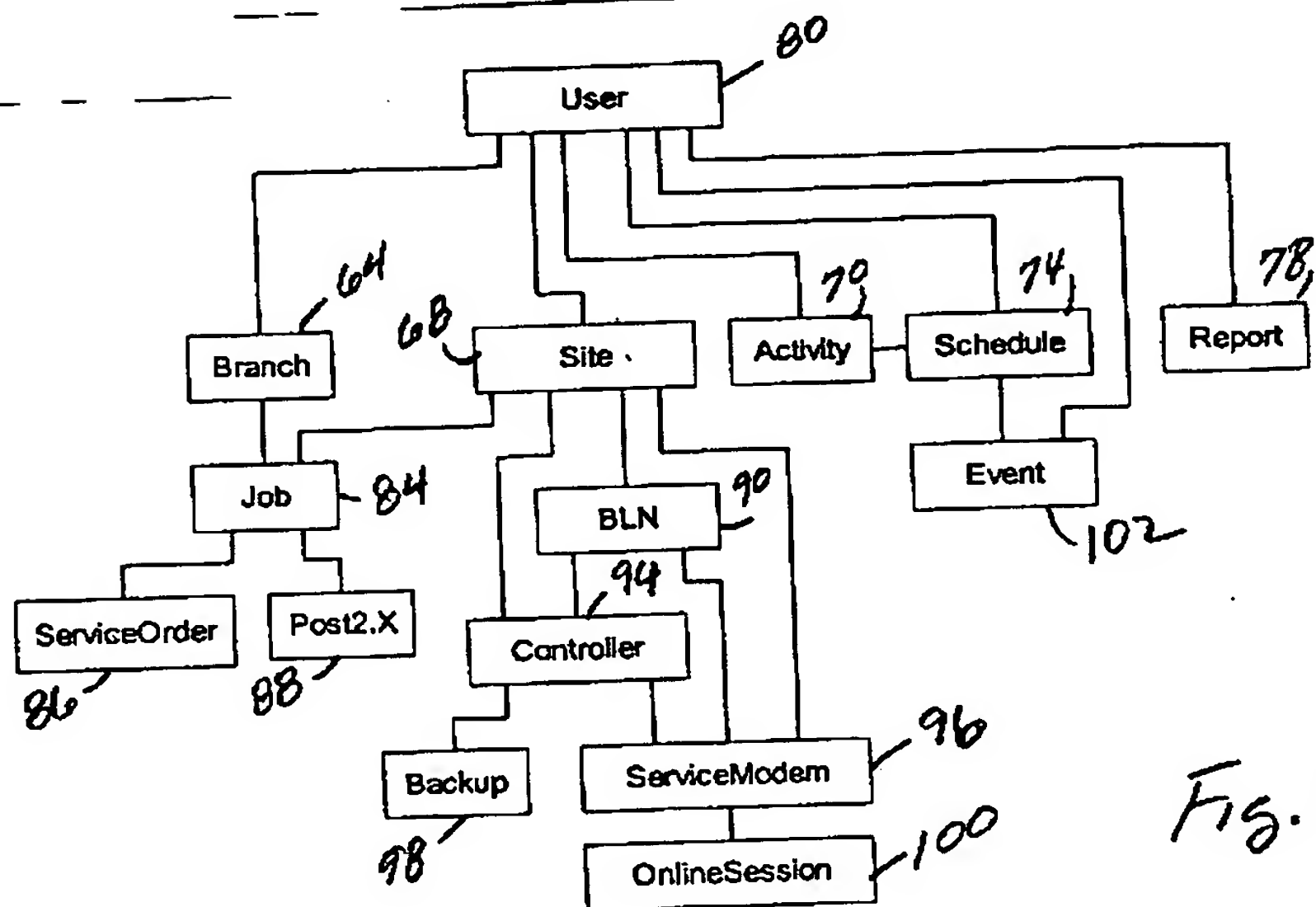


Fig. 2B

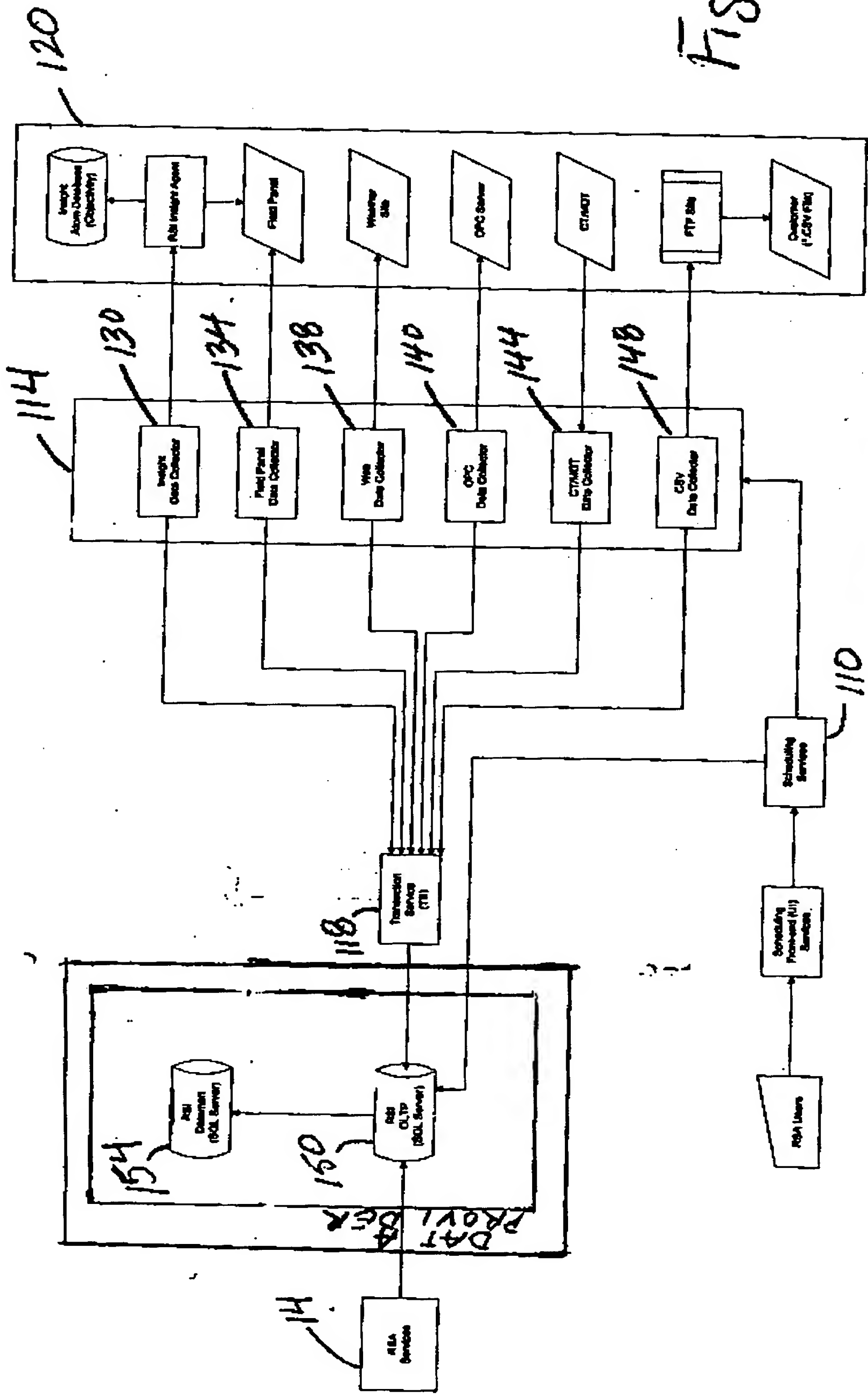
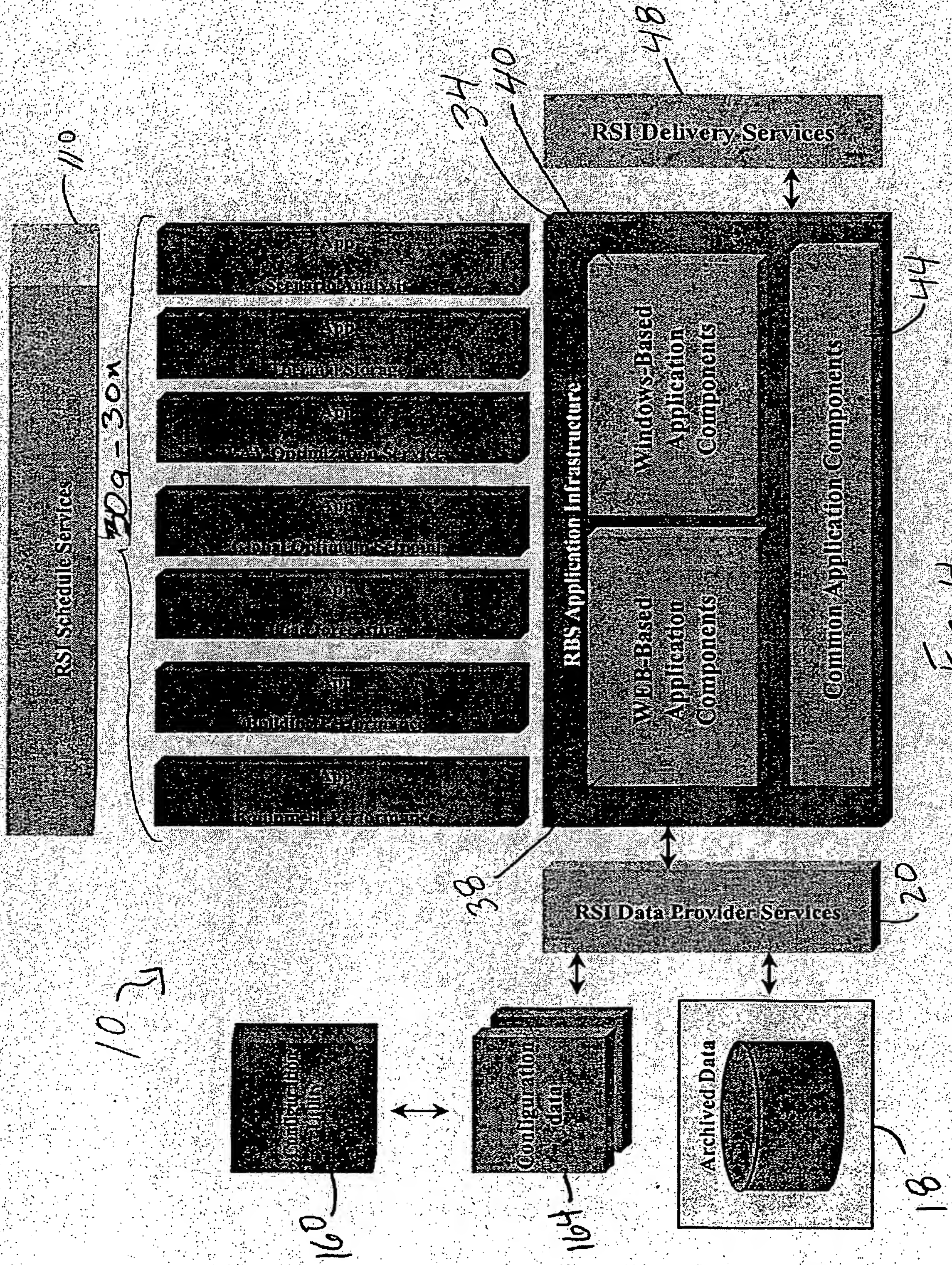
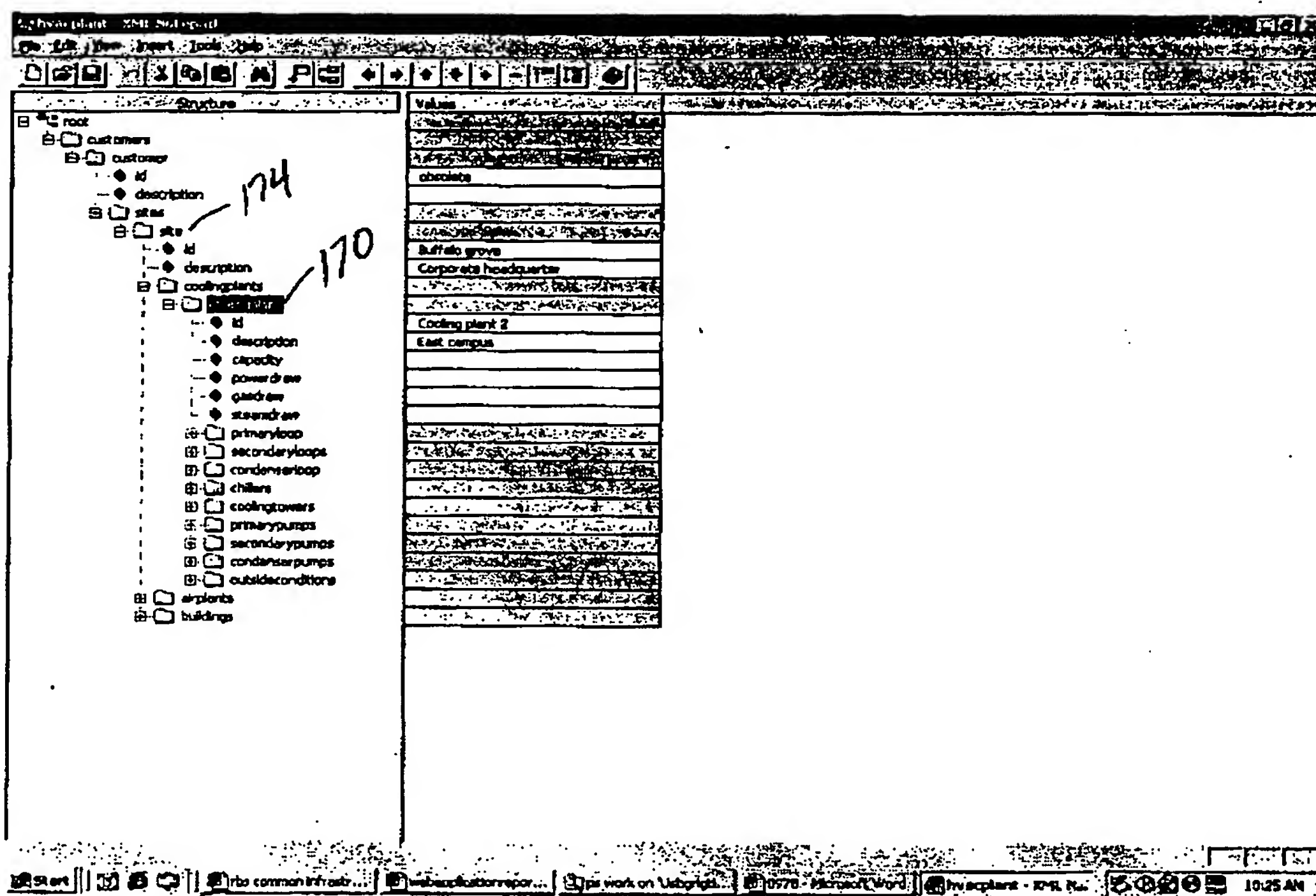
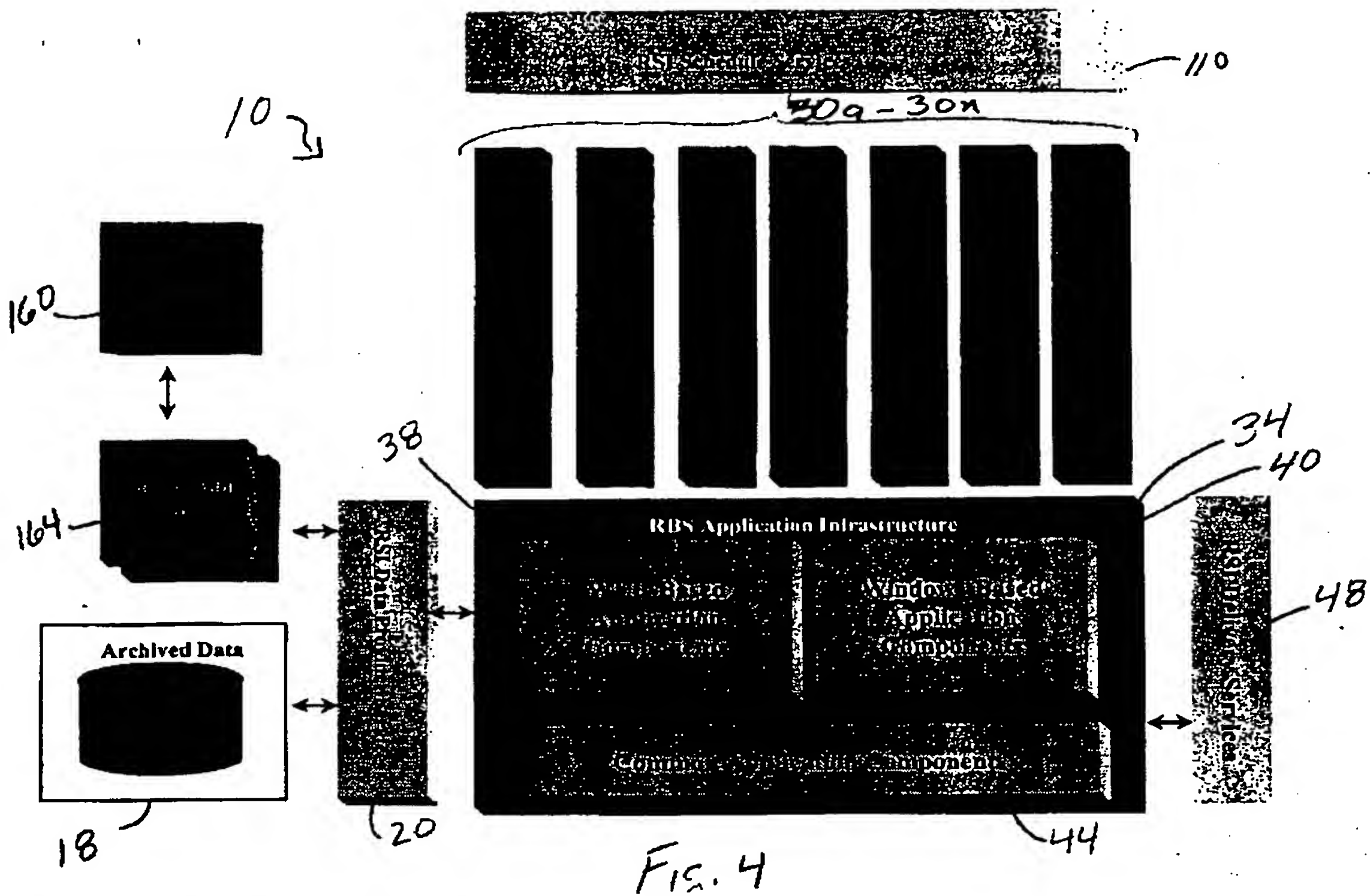


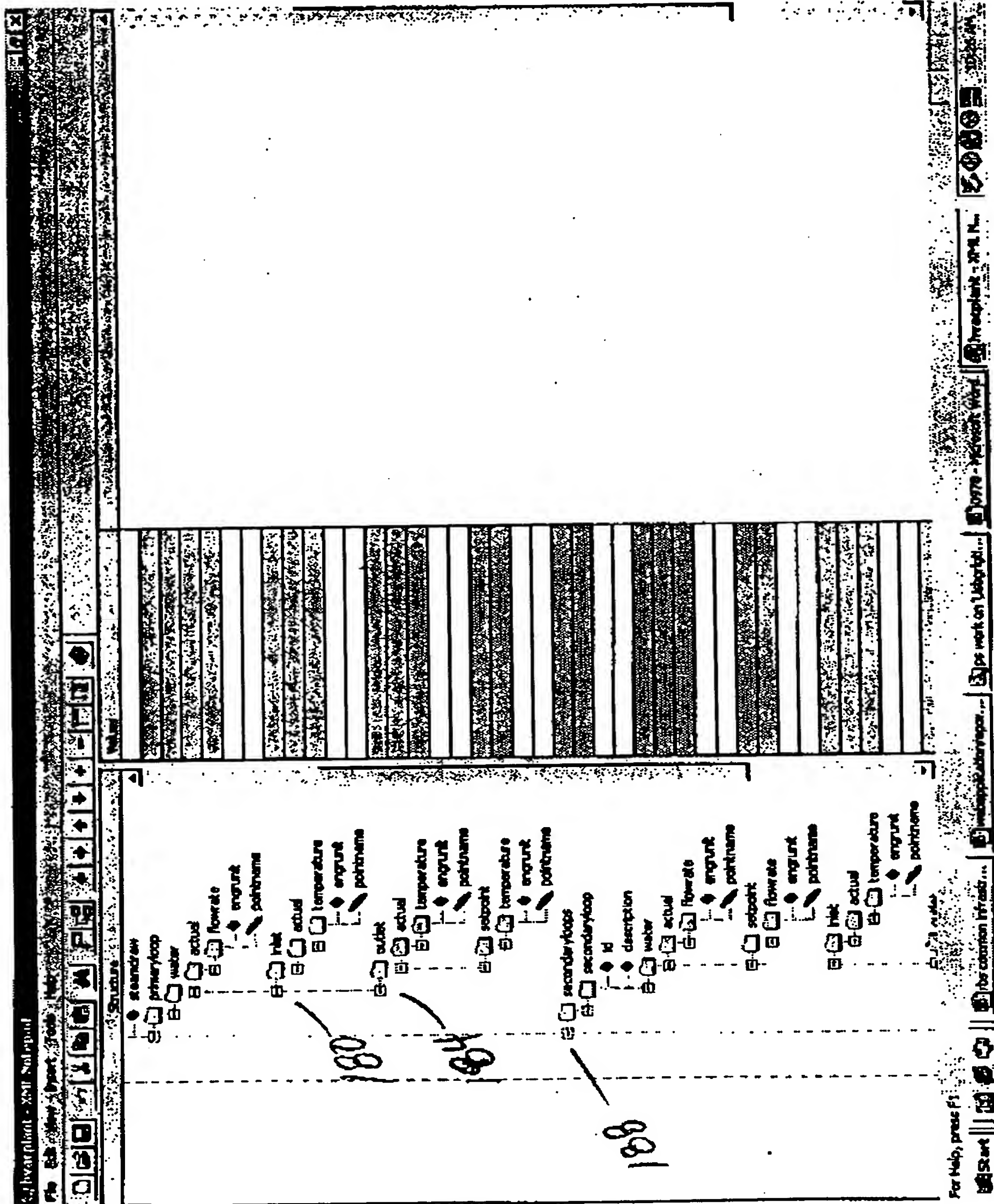
FIG. 3











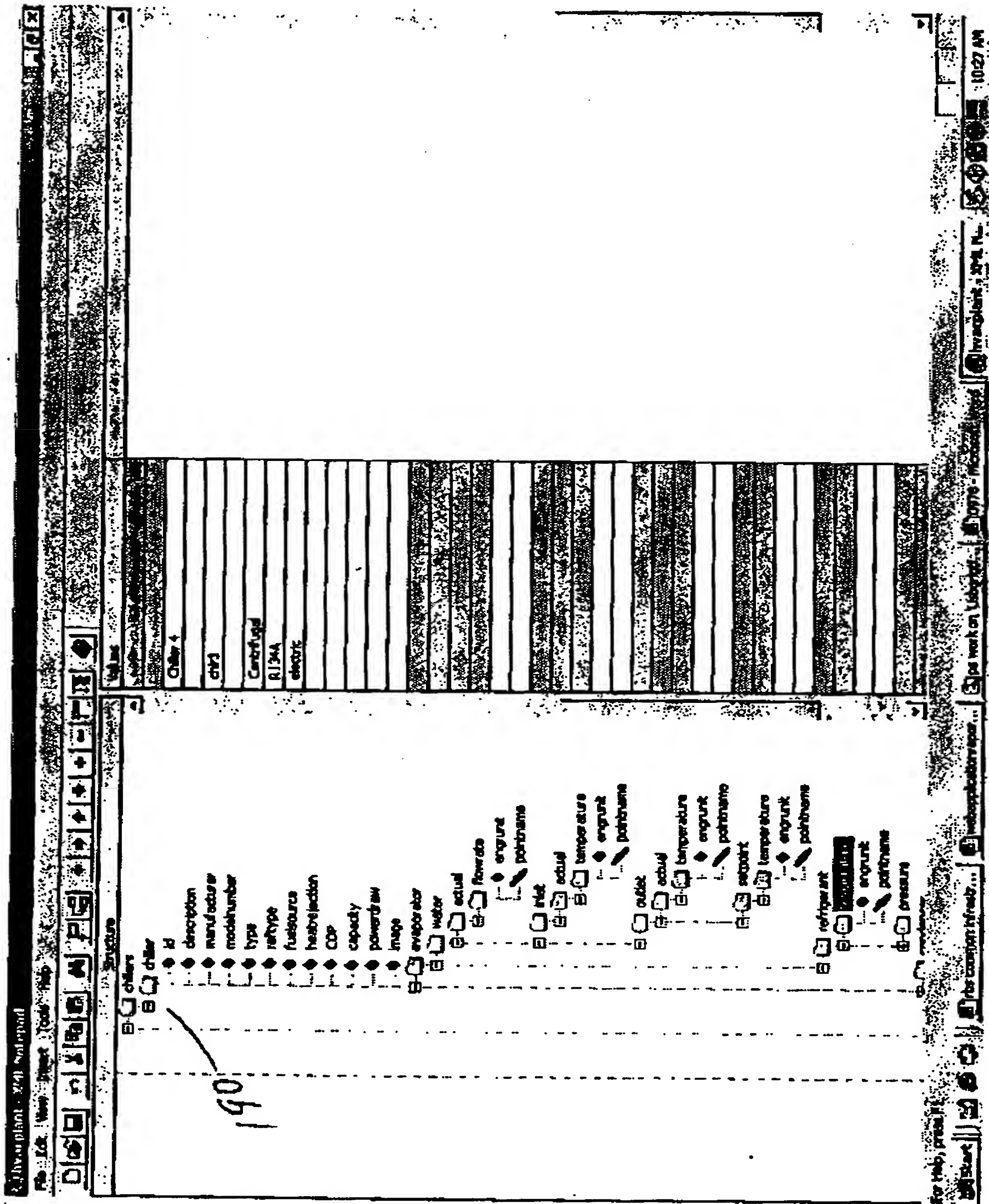


Fig. 7

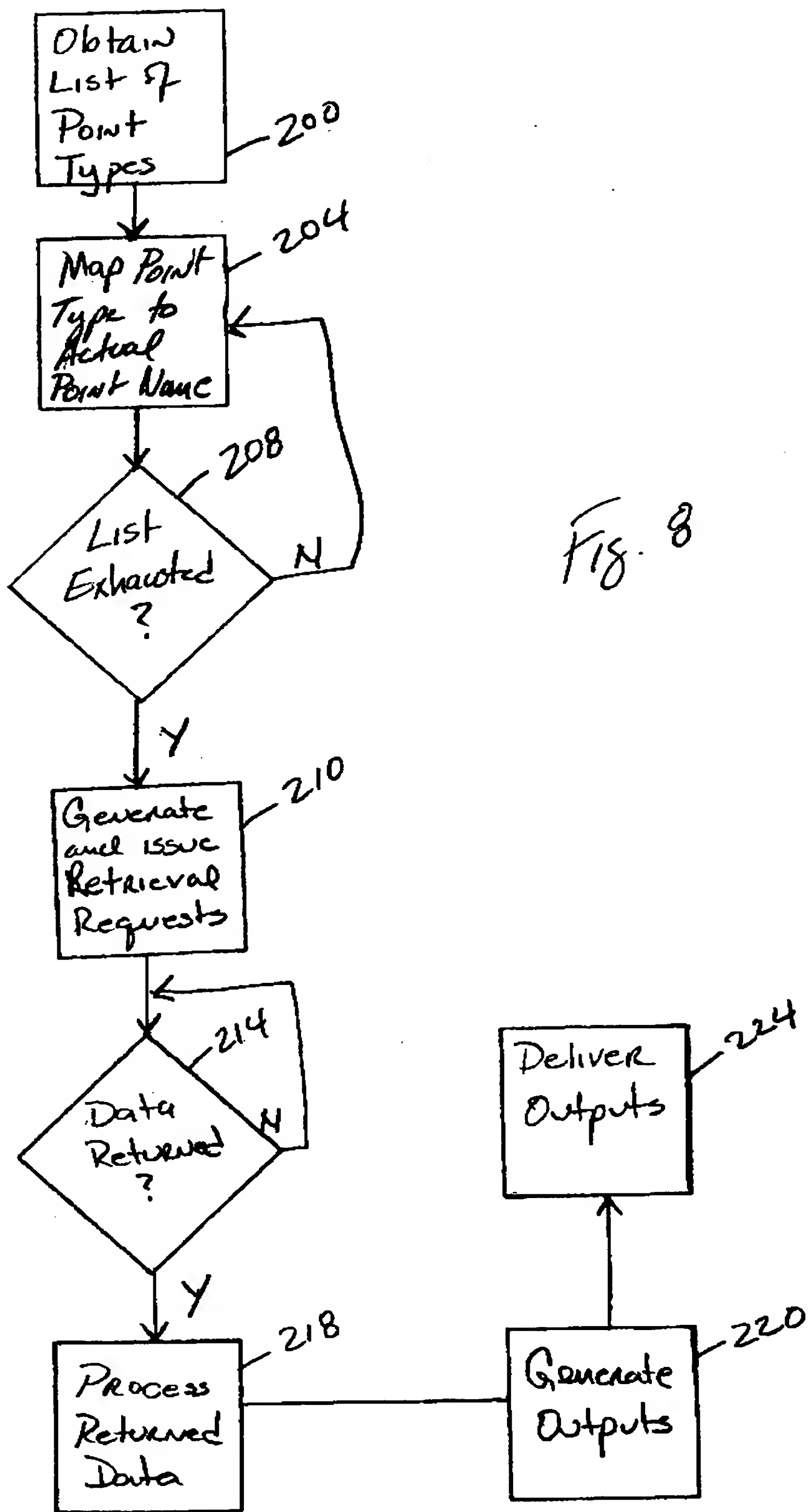


Fig. 8



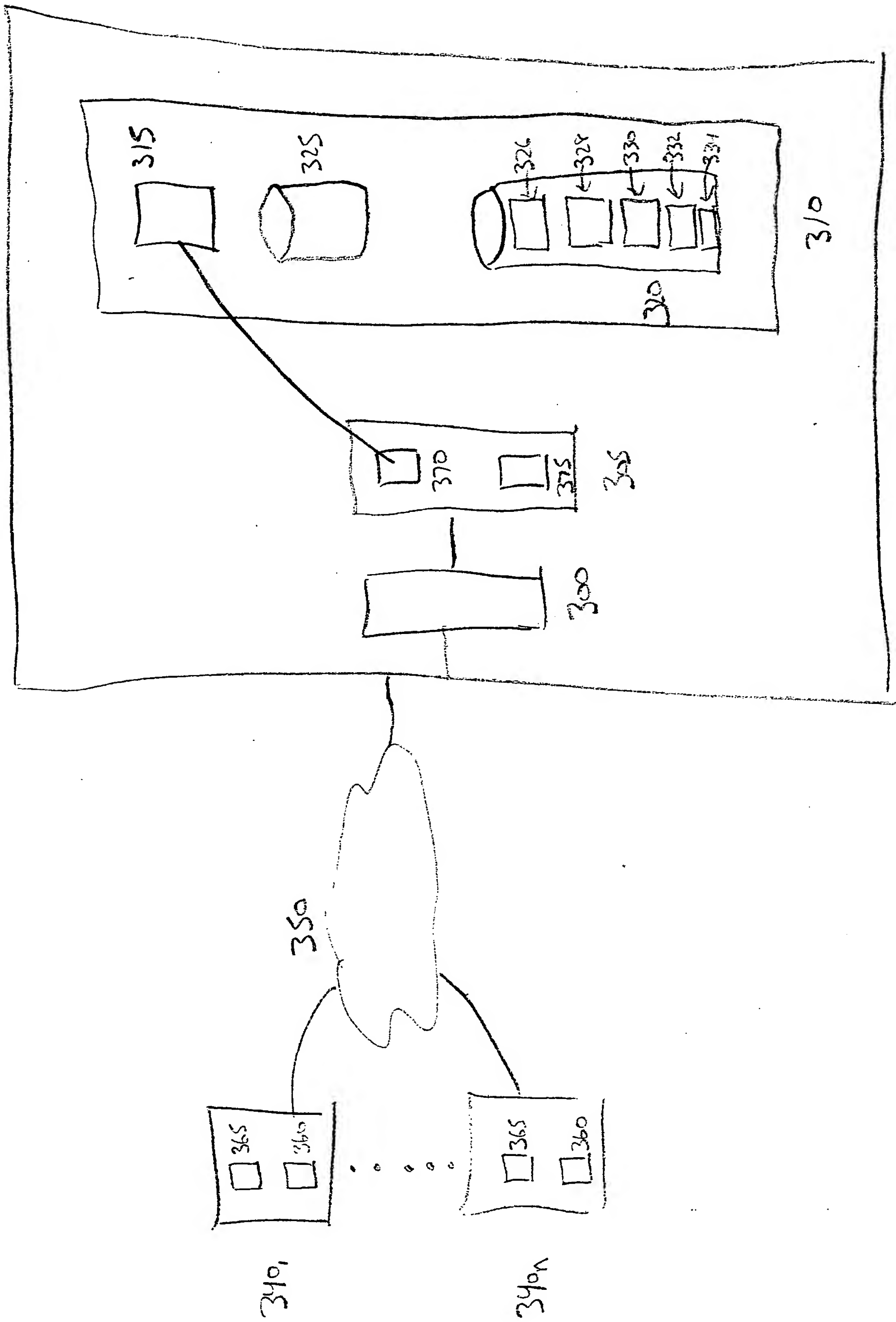


FIG. 9

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go >

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Administration

Log Out

| Home |

>Service Central

>Service Activity

Request Service

- Service Activity
- Open Calls
- Closed Calls
- Custom Reports
- FSP Contracts
- Equipment
- Sites
- Request Service

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status		System	
Open	13	Fire	18
Closed	150	HVAC	56
		Mechanical	54
		Security	35
Call Type			
Preventive	146		
Corrective	17		

Detail

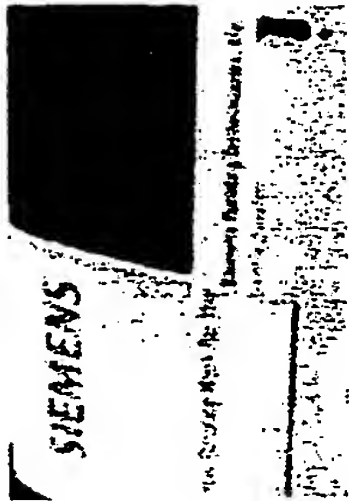
The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

Export to: .xls .doc ASCII

Site	Call Status		Call Type		System	
	Open	Closed	Preventive	Corrective	Type	Number
SZ COLLEGE PARK {B320013}	1	0	0	1	HVAC	1
SZ COLLEGE PARK {B320013}	0	3	3	0	Mechanical	3
SZ EAST LIBRARY {B408013}	0	1	1	0	Mechanical	1
SZ EAST POINT {B425013}	2	0	0	2	HVAC	2
SZ EAST POINT {B425013}	0	1	1	0	Mechanical	1

1-5 6-10 11-15 16-20 21-25 26-30 next →



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Search for...  go >

Service Central Fileshare Administration Log Out

| Home | > > > > Open Calls

Request Service

- Service Activity
  - Open Calls
  - Closed Calls
  - Custom Reports
  - TSP Contracts
  - Equipment
  - Sites
  - Request Service

### Open Calls

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls). Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15		Export to:  .xls  .doc  ASCII		→ Display Filter Criteria →	
Open Date	Order No.	Status	Site	Description	Call Type System PO No.
4/23/03	▶ 030321-0852	Open	SZ MULTIPURPOSE {B251013}	REPLACE SCREENS	Preventive Mechanical 200303974
4/18/03	▶ 030307-3329	Open	SZ COLLEGE PARK {B320013}	PM	Preventive Mechanical 200304780
4/18/03	▶ 030416-0594	Open	SZ TOM LOWE {B229013}	REPLACE DEFECTIVE CONDENSING F	Preventive Mechanical 200305191
4/18/03	▶ 030416-0589	Open	SZ TOM LOWE {B229013}	PM **NOTE** MUST CALL TO GET T	Preventive Mechanical 200305192
4/17/03	▶ 030416-0551	Open	SZ SOUTHWEST {B440013}	LEAK ON 1ST CIRCUIT ON CHILLER	Preventive Mechanical 200305232
▶ 1-5	▶ 6-10	▶ 11-15			→ Display Equipment / Contract No.

500

FLG. 11



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Search for...  go >

Service Central Fileshare Administration Log Out  
Home | >-- >-- >Open Calls >Service Order

Request Service

- Service Activity
  - Open Calls
  - Closed Calls
  - Custom Reports
  - TSP Contracts
  - Equipment
  - Sites
  - Request Service

## Service Order

Below is detailed information for the individual service order you have selected.

### Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	030321-0852	Customer Name	Demonstration Customer
PO Number	200303974	Contract No.	
Site	SZ MULTIPURPOSE {B251013}	System	Mechanical
Status	Open	Open Date	4/23/03
Call Type	Preventive	Closed Date	
Request Type	fax		
Problem Type	Repair or Replace Parts		
Call Priority	Next Scheduled Visit		

F-7.6.12.

### Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description	REPLACE SCREENS FOR CIRCULATION PUMP STRAINER
Resolution	

### Further Information

Use the following links to get further equipment, call, or appointment information.

go to ↙ Equipment ↘ Call Log → Appointments

Equipment 6/10 6/20 6/30

The table below lists equipment that was serviced on the selected order number.

No Data Available.

600

### Call Log

The table below lists all activities logged to the selected service order number.





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Search for...  go >

Service Central Fileshare Administration Log Out  
| Home | > > > > Open Calls > Service Order

Request Service

- Service Activity
  - Open Calls
  - Closed Calls
  - Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

## Appointment

Below is the detailed information for the single appointment selected for this call.

### Summary

The summary provides an overview of information related to the selected appointment.

Service Order No.	030321-0852	Contract No.	
PO No.	200303974	Customer Name	Demonstration Customer
Site	SZ MULTIPURPOSE {B251013}	Branch	ATLANTA
Appointment No.	030321-0852 0001 1 240097 ATL	Lead Technician	Steve Conti
Open Date	4/23/03	Skill Type	Fitter Journeyman
Closed Date			
Appointment Status	TENTATIVE		

### Equipment

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

FLG. 13

100



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Search for...  go >

Service Central Fileshare Administration Log Out

| Home | > > > > Closed Calls

Request Service

- Service Activity
  - Open Calls
  - Closed Calls
  - Custom Reports
  - TSP Contracts
  - Equipment
  - Sites
  - Request Service

## Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls). Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 178

6/10

Export to:

.xls

.doc

ASCII

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/16/03	▶ 030307-3331	Complete	SZ EAST POINT {B425013}	PM	Preventive	Mechanical	200305028
4/16/03	▶ 030403-0116	Complete	UPS 35 Glenlake Fire	TAMPER TROUBLE	Preventive	Fire	
4/10/03	▶ 030307-3327	Complete	SZ FAIRBURN {B323013}	PM	Preventive	Mechanical	
4/10/03	▶ 030410-0128	Complete	SZ FAIRBURN {B323013}	CHANGE THE BELTS	Preventive	Mechanical	
4/9/03	▶ 030307-3325	Complete	SZ SOUTHWEST {B440013}	PM	Preventive	Mechanical	200304882
▶ 1-5	▶ 6-10	▶ 11-15	▶ 16-20	▶ 21-25	▶ 26-30	next →	→ Display Equipment / Contract No.

800

F-26.14

Search for ...

560

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- Service Activity
- Open Calls
- Closed Calls
- Custom Reports
- Selected Services
- TSP Contracts
- Equipment
- Sites
- Request Service

### Selected Services

The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking **Display filter criteria** enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 47

Export to: xls doc ASCII

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
5/1/03	030409-0306	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive	HVAC	
5/1/03	030409-0307	Open	NEHAUKA MIDDLE	PREVENTIVE MAINTENANCE	Preventive	HVAC	
5/1/03	030409-0308	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
5/1/03	030409-0309	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
4/16/03	030409-0310	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
1-5	6-10	11-15	16-20	21-25	26-30	next →	

→ Display Equipment / Contract No.

FIG. 15

900

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[Service Activity](#)  
[TSP Contracts](#)  
[Equipment](#)  
[Sites](#)  
→ [Request Service](#)

## Request Service

This page is for submitting online service requests.

**For emergency or after-hours service, please call your local branch office.**

\* Indicates required field.

Request Type *	<input type="text" value="Request for service"/>
Priority *	<input type="text" value="Next Business Day"/>
Select Site *	<input type="text"/>
OR Enter Site	<input type="text" value="Load Site Equipment"/>
Select Equipment *	<input type="text"/>
OR Enter Equipment	<input type="text"/>
Location *	<input type="text"/>
Description *	<input type="text"/>
PO No.	<input type="text"/>
Last Name	Wallace
First Name	Michael
E-mail *	<input type="text" value="michael.wallace@siemens.com"/>
Phone	<input type="text" value="847-215-1000"/>





Search for...

go >

- Service Activity
- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports
- Equipment
- Sites
- Request Service

TSP Contracts

The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status

Active	▶3	1106
Expiring	▶0	1108
Cancelled	▶0	1110
Expired	▶1	1112

System

Fire	▶1	1106
HVAC	▶2	1108
Mechanical	▶1	1120

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6

Export to: .xls .doc ASCII

Site	Active	Expiring	Cancelled	Expired	Type	Number
▶UPS 35 Glenlake Automation	▶1	▶0	▶0	▶0	▶0 HVAC	▶1
▶UPS 35 Glenlake Fire	▶0	▶0	▶0	▶0	▶1 HVAC	▶1
▶UPS 35 Glenlake Mechanical	▶1	▶0	▶0	▶0	▶0 Mechanical	▶1
▶UPS 55 Glenlake Automation	▶1	▶0	▶0	▶0	▶0 HVAC	▶1
▶UPS 55 Glenlake FIRE	▶1	▶0	▶0	▶0	▶0 Fire	▶1
▶1-5	▶6-6					

F76.17



Search for...  go >

Service Central Fileshare Administration Log Out  
| Home | >Service Central >TSP Contracts >Active Contracts

Request Service

- Service Activity
- TSP Contracts
  - Active Contracts
  - Expiring Contracts
  - Cancelled Contracts
  - Expired Contracts
  - Custom Reports
- Equipment
- Sites
- Request Service

Active Contracts

→ Display Filter Criteria →

Below is an overview of all active service contracts. Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3

Export to: .xls .doc ASCII

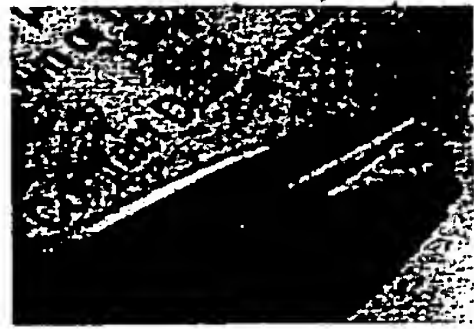
Contract No.	Po No.	Description	Site	Status	Effective Date	Renewal Date	System
▶MS-6699		TIME & MATERIAL	UPS 35 Glenlake Mechanical	Active	1/1/03	12/31/03	Mechanical
▶PB-1394	1220	FULL COMPREHENSIVE	Multiple Sites	Active	1/1/03	12/31/03	HVAC
▶PC-1512			UPS 55 Glenlake FIRE	Active	8/1/02	7/31/03	Fir

→ Display Equipment

1210

1200

FIG. 18



Search for...  go >



Service Central Fileshare Administration Log Out  
| Home | >Service Central >TSP Contracts >Expired Contracts >Individual Contract

Request Service

Service Activity

- TSP Contracts
  - Active Contracts
  - Expiring Contracts
  - Cancelled Contracts
  - > Expired Contracts
  - Custom Reports

- Equipment
- Sites
- Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1396	PO No.	
Status	Expired		
Effective Date	2/1/02	SBT Branch	
Renewal Date	1/31/03	Secondary Contact	
Time to Renewal	-21 Days	Coverage Type	LABOR ONLY
Service Technician/ Account Engineer	Chris Howell	System	HVAC

Description LABOR ONLY

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail

Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-1 of 1	.xls	.doc	ASCII	Item 1-1 of 1
Site				Equipment
▶ UPS 35 Glenlake Fire				MECH/SPEC SCHEDULING

F-16.19



Search for...  go >

Service Central Fileshare Administration Log Out  
| Home | >Service Central >Equipment

Request Service

- Service Activity
- TSP Contracts
- Equipment
- Sites
- Request Service

Equipment

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Site  go >

Item 1-5 of 35

Export to: .xls .doc ASCII

Site	Equipment or Services	Quantity	Location	Asset ID	System
UPS 35 Glenlake Automation	▶	1	CABINET 11	UPS35GL01	HVAC
UPS 35 Glenlake Automation	▶	1	CABINET 12	UPS35GL02	HVAC
UPS 35 Glenlake Automation	▶ CLIENT WORKSTATION REV *	1	INSIGHT 03	UPS35GL03	HVAC
UPS 35 Glenlake Fire	▶ MECH/SPEC SCHEDULING	1		UPS51	HVAC
UPS 55 Glenlake Automation	▶	1	CABINET 1 MAIN CHILLER PLANT	UPS55GL01	HVAC

▶1-5 ▶6-10 ▶11-15 ▶16-20 ▶21-25 ▶26-30 next →





Search for... go >

Service Central Fileshare Administration Log Out  
| Home | >Service Central >Equipment >- >Individual Equipment

Request Service

- Service Activity
- TSP Contracts
- Equipment
- Sites
- Request Service

Individual Equipment



The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	CLIENT WORKSTATION REV *	Asset ID	UPS35GL03
Site	UPS 35 Glenlake Automation	Warranty Expiration	
Equipment Quantity	1	Contract No.	PB-1394
Equipment Location	INSIGHT 03	System	HVAC

Service Activity

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

Item 1-1 of 1

Export to: .xls .doc ASCII

Open Date	Description	Call Type	Order No.	PO No.
1/7/03	FULL COMPREHENSIVE	preventive	021216-0836	

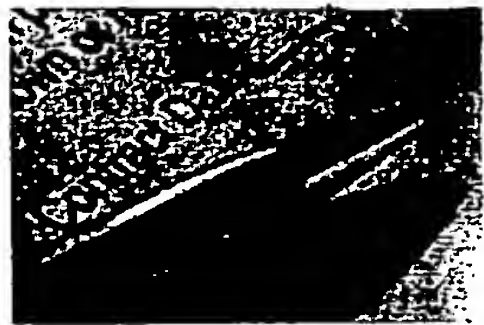
Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.

Item 1-2 of 2

Export to: .xls .doc ASCII

Open Date	Description	Call Type	Order No.	PO No.
7/3/02	FULL COMPREHENSIVE	preventive	020625-0966	
4/4/02	FULL COMPREHENSIVE	preventive	0021032288	



Search for...  go >

Service Central Fileshare Administration Log Out  
| Home | >Service Central >Equipment >-- >Individual Contract

Request Service

- Service Activity
- FSP Contracts
  - Active Contracts
  - Expiring Contracts
  - Cancelled Contracts
  - Expired Contracts
  - Custom Reports
- Equipment
- Sites
- Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PB-1394	PO No.	
Status	Active		
Effective Date	1/1/03	SBT Branch	ATLANTA
Renewal Date	12/31/03	Secondary Contact	Jacquelyn Brewer
Time to Renewal	313 Days	Coverage Type	FULL COMPREHENSIVE
Service Technician/ Account Engineer	M. Kevin Mote	System	HVAC
Description	FULL COMPREHENSIVE		

Service Activity

Use the following links to get service history or scheduled service information.

[Service History](#) [Scheduled Services](#)

Detail

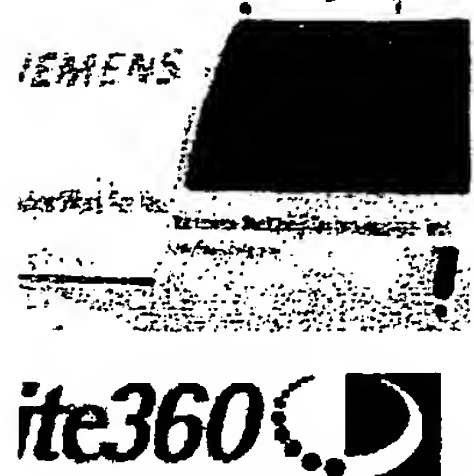
Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3	.xls	.doc	ASCII	Item 1-3 of 3
Site				Equipment
▶ UPS 35 Glenlake Automation				
▶ UPS 55 Glenlake Automation				
▶ UPS 55 Glenlake Mechanical				CLIENT WORKSTATION REV *

FIG. 23



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Search for... go >

Service Central Fileshare Administration Log Out  
| Home | >Service Central >Equipment >-- >Service Order

Request Service

- Service Activity
  - Open Calls
  - Closed Calls
  - Custom Reports
  - Selected Services
- SP Contracts
- Equipment
- ites
- Request Service

## Service Order



Below is the data for the single service activity you have selected.

### Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0966	Customer Name	Demonstration Custom r
PO Number		Contract No.	PB-1394
Site	UPS 35 Glenlake Automation	System	HVAC
Status	Closed	Open Date	7/3/02
Call Type	Preventive	Closed Date	7/5/02
Request Type	generated		
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

### Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

#### Problem Description

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

### Further Information

Use the following links to get further equipment, call, or appointment information.

go to [Equipment](#) [Call Log](#) [Appointments](#)

### Equipment

The table below lists equipment that was serviced on the selected order number.

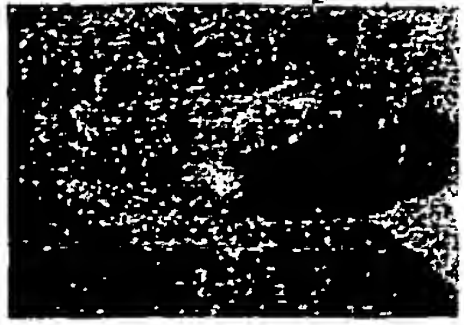
Item 1-3 of 3		Export to:  .xls  .doc  ASCII	
Equipment Name	Quantity	Location	Asset ID
▶	1	CABINET 11	UPS35GL01
▶	1	CABINET 12	UPS35GL02
▶ CLIENT WORKSTATION REV *	1	INSIGHT 03	UPS35GL03

### Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

7/16/03

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Search for...

go &gt;

[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)[Home](#) | [>Service Central](#) [>Sites](#) [Request Service](#)[Service Activity](#)  
[SP Contracts](#)  
[Equipment](#)  
[Sites](#)  
[Request Service](#)

## Sites



The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35

Export to:



Site

▶ Primary

▶ SZ COLLEGE PARK {B320013}

▶ SZ EAST LIBRARY {B408013}

▶ SZ EAST POINT {B425013}

▶ SZ ELECTION WSE {B804013}

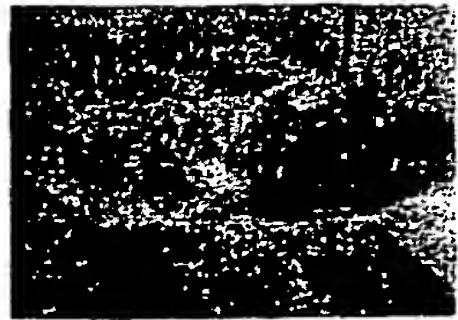
▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →



1800

F26.24





Search for...  go >

Service Central Fileshare Administration Log Out  
| Home | >Service Central >Sites >-- >Individual Site

Request Service

Service Activity  
SP Contracts  
Equipment  
Sites  
Request Service

Individual Site



The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

1910	Site	SZ COLLEGE PARK {B320013}	1930	Call Type	
				Preventive	3 - 1965
				Corrective	1 - 1970
1920	Call Status				
	Open	1 - 1950			
	Closed	3 - 1960	1940	System	
				HVAC	1 - 1975
				Mechanical	3 - 1980

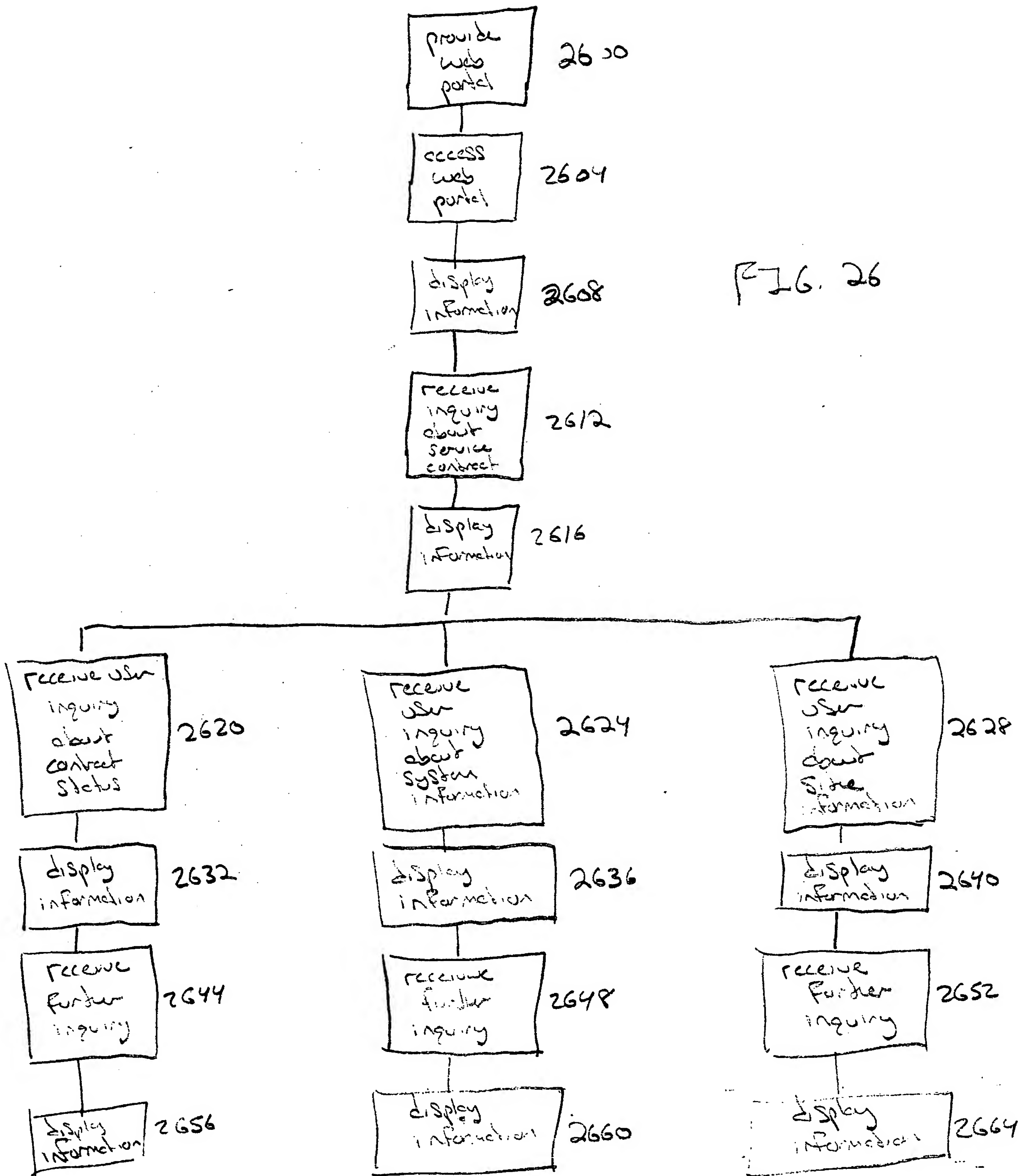
Service Activity Detail

The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

1985	1990	Item 1-4 of 4				Export to:  .xls  .doc  ASCII		
		Order No.	PO No.	Description	Call Status	Call Type	Open Date	System
		021001-0210	PC-02SC87314	ANNUAL CHILLER PM	Closed	Preventive	10/7/02	Mechanical
		021009-0275	PC02SC87314	INSTALL 2 CHECK VALVES & CLEAN	Closed	Preventive	10/16/02	Mechanical
		021016-0068	PC-02SC87314	PM REPAIRS	Closed	Preventive	10/7/02	Mechanical
		030206-0002		this is a test for the call t*	Open	Corrective	2/6/03	HVAC

1900

F76.25



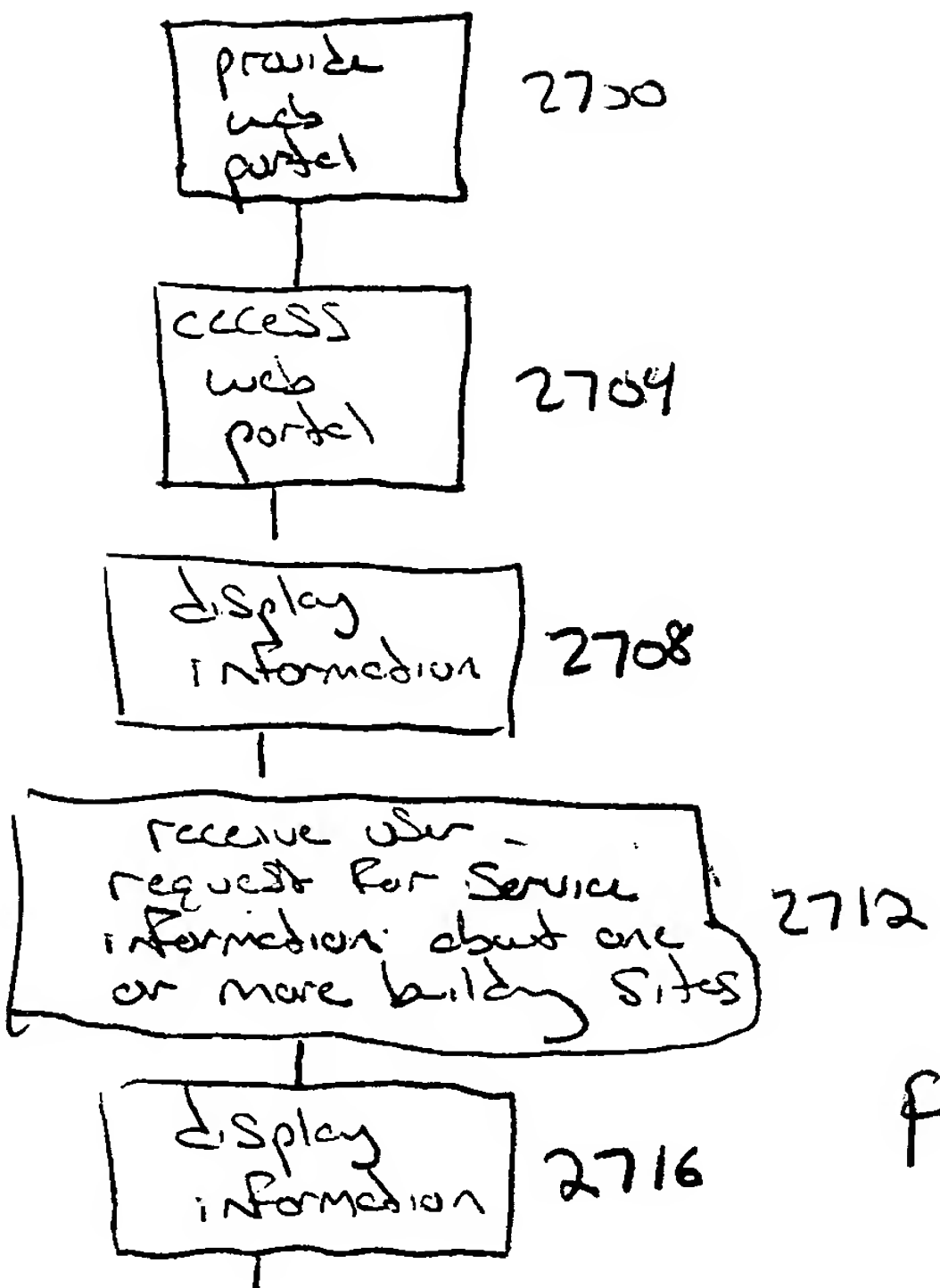
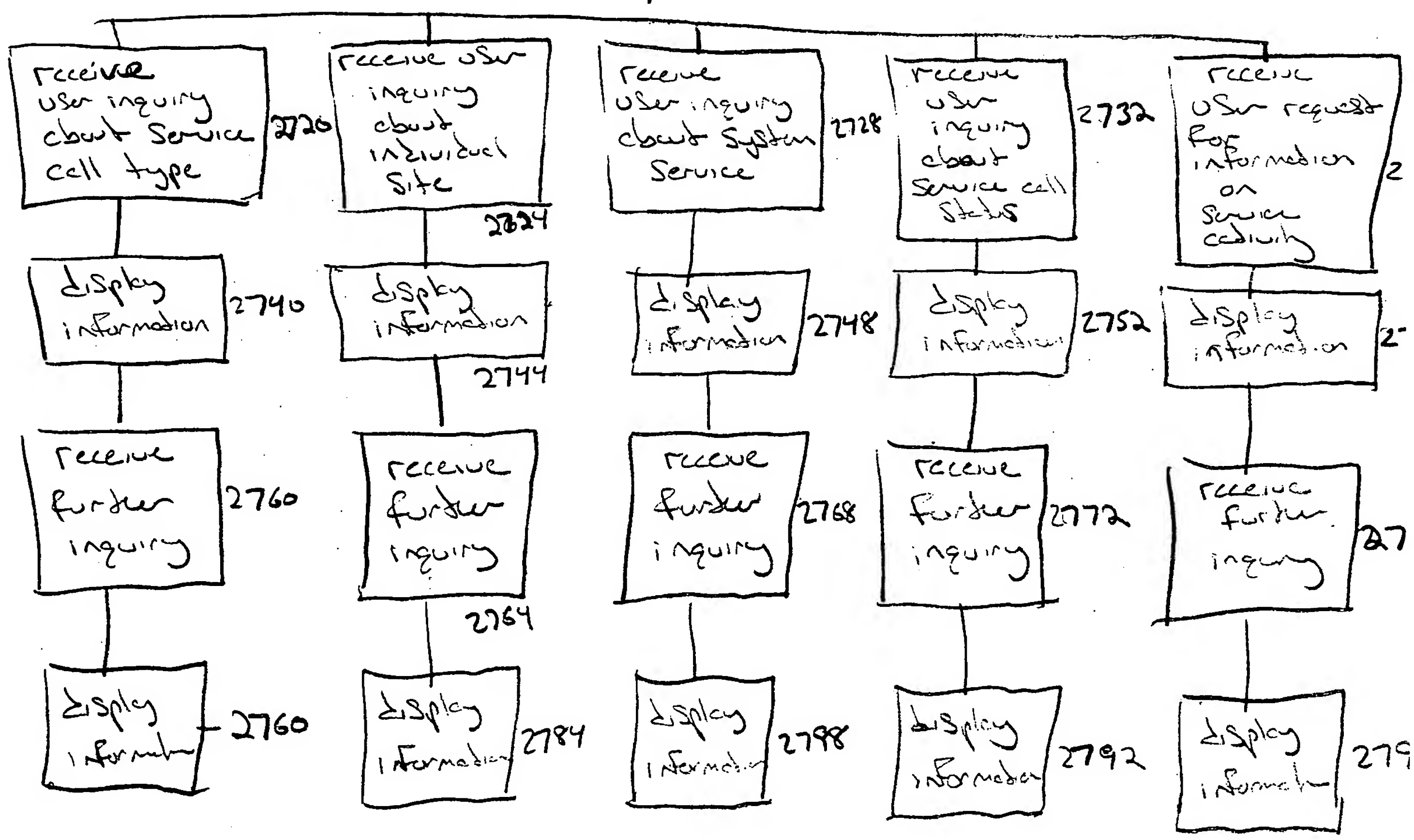
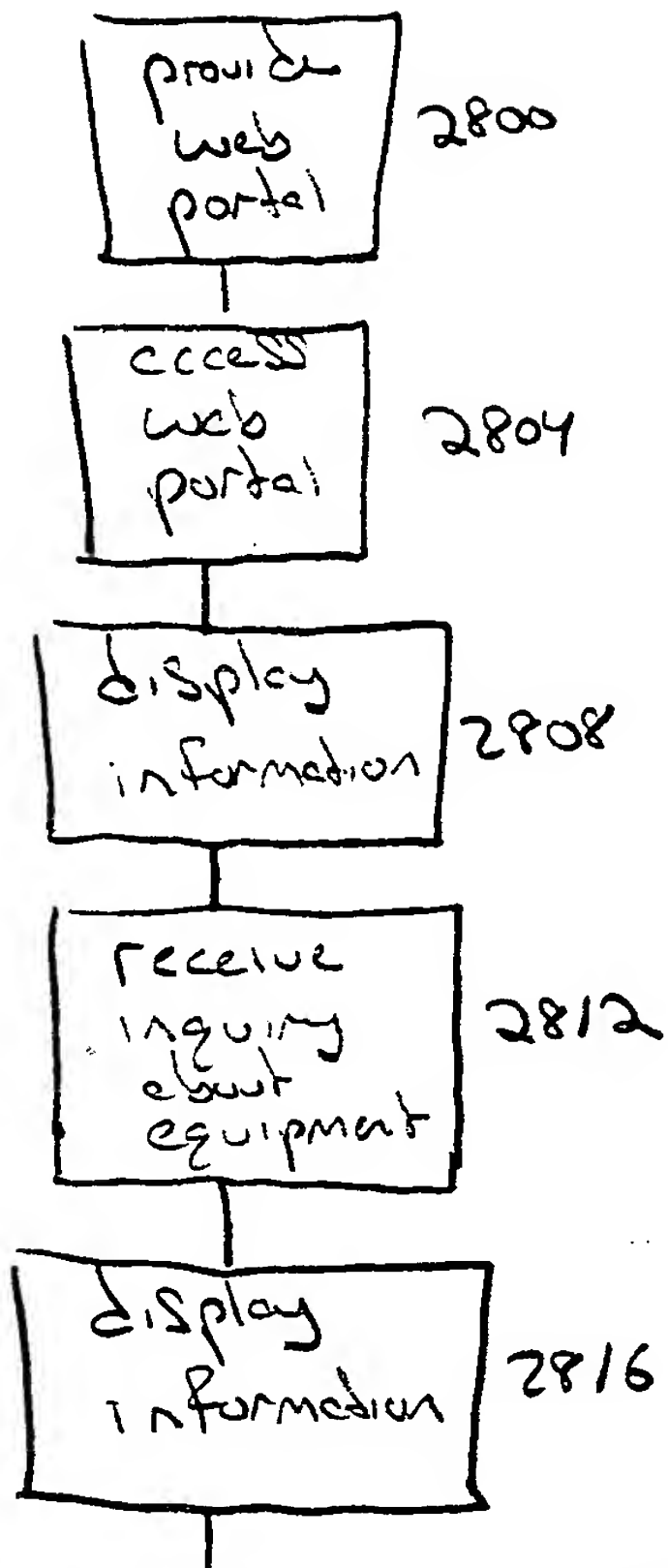
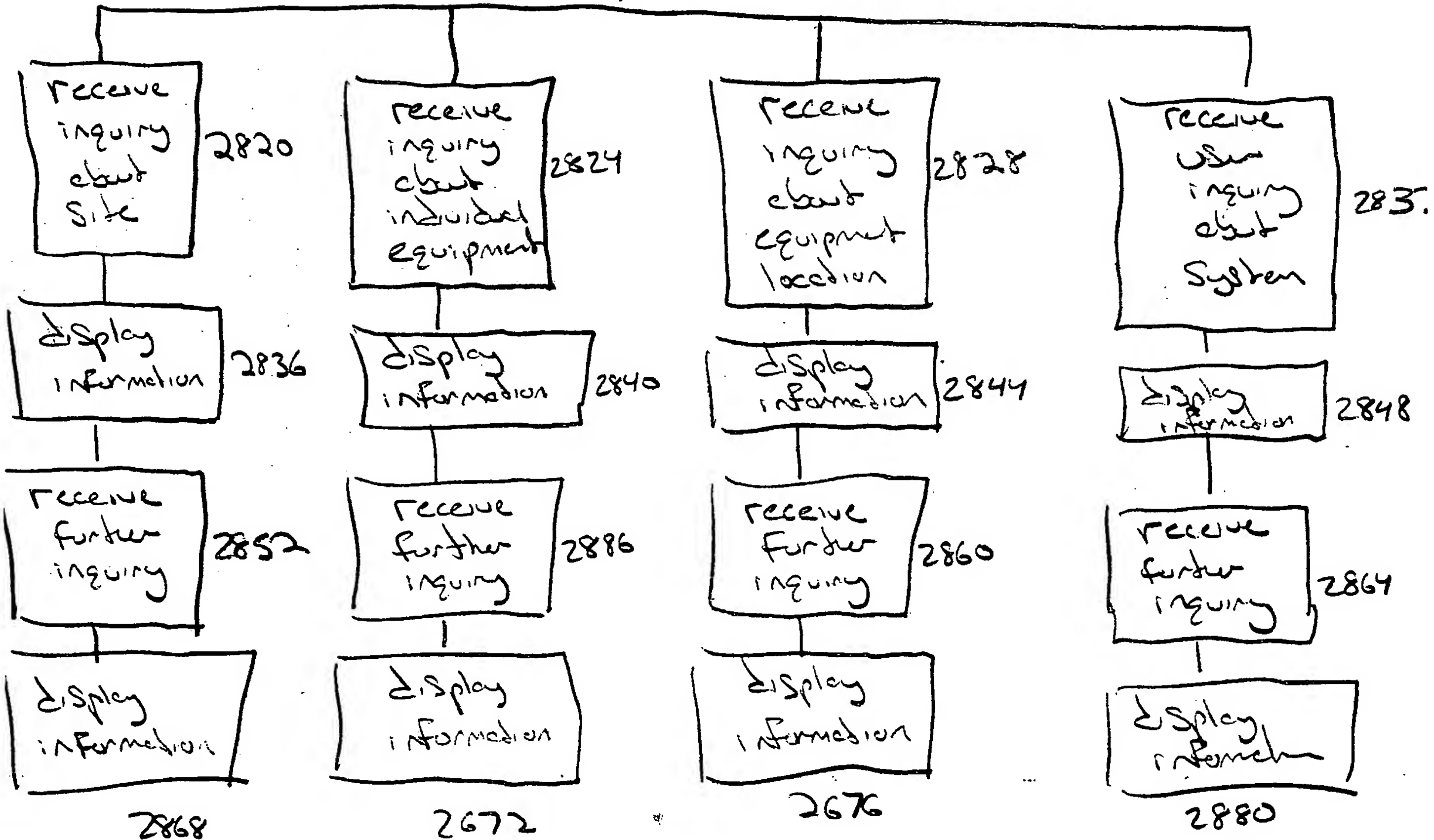


FIG. 27





F76, 28





provide web portal 2900

access web portal 2904

display information 2908

receive inquiry about site information 2912

display information 2916

receive inquiry about individual site 2920

display information 2924

FIG. 29

receive inquiry about status orders for site 2928

display information 2940

receive inquiry about status of service activity at site 2932

display information 2944

receive inquiry about types of maintenance at site 2934

display information 2948

receive inquiry about systems being serviced at site 2936

display information 2952

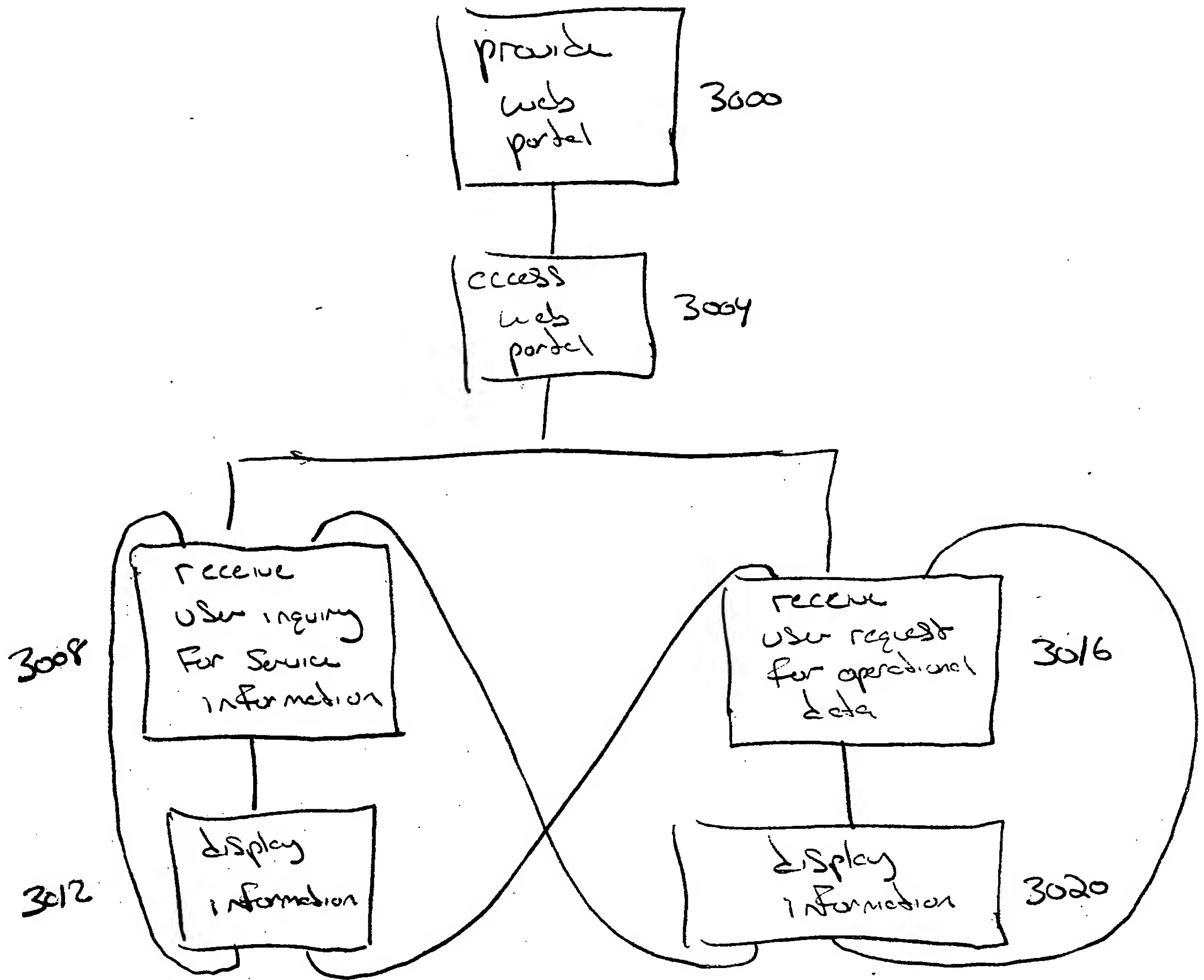


FIG. 30